

Amendments to the Claims

The listing of claims will replace all prior versions, and listings of claims in the application.

1.-71. (Cancelled)

72. (Currently Amended) A method in which:

a user records information on a client device about a problem with use of the client device,

the client device sends the information to a server for storage,

the client device receives from the server solution information recorded by other users, the solution information being received in response to a problem arising from the user's interaction with the client device, and

the client device presents the received solution information to the user.

73-91. (Cancelled)

92. (Previously Presented) The method of claim 72 in which the device stores a script for probing a user for information about a problem with use of the client device.

93. (Previously Presented) The method of claim 92 in which the device receives the script from the server.

94. (Previously Presented) The method of claim 72 in which the solution information guides the user's interaction with the client device.

95. (Previously Presented) The method of claim 72 in which the solution information is received from the server in response to a request of the user of the client device.

96. (Previously Presented) The method of claim 72 in which the solution information is received from the server in response to an exception resulting from use of the client device.

97-101. (Cancelled)

102. (Previously Presented) A system comprising a server that is electronically accessible to multiple client systems having products, services, software or information; the server comprising:

- (i) a memory for storing information that provides solutions for use of respective products, services, software, or information in the client systems as determined by users of the products, services, software, or information, and

- (ii) a processor configured to execute software configured to:
 - receive solution information electronically from the client systems regarding what would make a product, service, software, or information valuable,

- store the received solution information in the memory, and

- in response to a trigger from one of the client systems, distribute the stored solution information for the product, service, software, or information electronically to the one of the client systems, wherein the trigger is received from the one of the client systems in response to an exception arising from the use of the respective product, service, software, or information.

103. (Previously Presented) The method of claim 72 in which the information received by the client device comprises navigational pointers.

104. (Previously Presented) The method of claim 72 in which the information received by the client device comprises hypertext.

105-116. (Cancelled)

117. (Previously Presented) The system of claim 102 in which the solution information obtained from the client system is obtained from passive evaluation.

118. (Previously Presented) A method in which
a user records, on a client handheld telephone, information about a problem associated with using the client handheld telephone;

the client handheld telephone sends the problem information to a server for storage,

the client handheld telephone receives, from the server, solution information, the solution information being received in response to an exception triggered by the user's interaction with the client handheld telephone, and

the client handheld telephone presents the solution information to the user.

119. (Previously Presented) The method of claim 118 in which the solution information comprises navigational pointers.

120. (Previously Presented) The method of claim 118 in which the exception comprises failure to complete a task.

121. (Previously Presented) The method of claim 120 in which the solution information received by the handheld client telephone comprises instructions to complete a task that the exception indicated the user failed to complete.

122. (Previously Presented) The method of claim 118 in which the exception comprises an error during use of the client handheld telephone.

123. (Previously Presented) The method of claim 118 in which the solution information comprises training information.

124. (Previously Presented) The method of claim 118 further comprising requesting information about improved operation or product design from the user.

125. (Currently Amended) A method in which;

a user records value information about using a client handheld telephone on the client handheld telephone;

the client handheld telephone sends the value information to a server for storage,

the client handheld telephone receives from the server additional value information recorded by other users, in response to an exception triggered by the user's interaction with the client handheld telephone, and

the client handheld telephone presents the user with the additional value information.

126. (Previously Presented) The method of claim 125 in which the additional value information received by the handheld client telephone guides the user's interaction with the handheld client telephone.

127. (Previously Presented) The method of claim 125 in which the additional value information received by the handheld client telephone comprises hypertext.

128. (Previously Presented) A system comprising a server that is electronically accessible to multiple handheld client telephones; the server comprising:

(i) a memory for storing problem and solution information indicative of the problems and solutions of handheld client telephones as determined by users of the handheld client telephones, and

(ii) a processor configured to execute software configured to:
receive problem information electronically from the handheld client telephones regarding what would make users more successful in using handheld client telephones, store the received problem information in the memory, and
in response to a trigger from one of the handheld client telephones, distribute corresponding stored solution information for a problem electronically to the one handheld client telephone, wherein the trigger is received from the one handheld client telephone in response to an exception arising from the use of the handheld client telephone.

129. (Previously Presented) A system comprising a server that is electronically accessible to multiple client systems having products, services, software or information; the server comprising:

(i) means for storing information indicative of problems and solutions for using respective products, services, software, or information in the client systems as determined by users of the products, services, software, or information, and

(ii) means for executing software configured to:

receive solution information electronically from the client systems regarding what would make a product, service, software, or information operate more effectively, store the received solution information in the storing means, and in response to a trigger from one of the client systems, distribute the stored solution information for the product, service, software, or information electronically to the one of the client systems, wherein the trigger is received from the one of the client systems in response to exception arising from the use of the respective product, service, software, or information.